



INTERWOVEN

TeamSite[®] Release Notes

Release 5.5.1

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Introduction

This document contains release notes for TeamSite® 5.5.1. It is organized as follows:

- **General Release Information**—Outlines compatibility between different Interwoven products, installation issues, and locations of documentation resources, DTDs, and sample configuration files (page 5).
- **TeamSite 5.5 Enhancements**—A summary of new features in TeamSite 5.5 (page 13).
- **5.5 Bug Fixes**—Major known issues that have been fixed from previous releases of TeamSite (page 19).
- **Known Issues**—Issues that are known to exist in this TeamSite release (page 24).
- **Troubleshooting**—Troubleshooting information for supported TeamSite 5.5.1 features. (page 37).
- **Documentation Errata**—Contains supplemental information about topics documented elsewhere in the TeamSite document set (page 41).
- **Obsolete tools**—Contains information about tools and features that are no longer supported in TeamSite (page 42).

General Release Information

This section contains general release information, including compatibility issues between various Interwoven products, documentation resources, installation notes, and a brief description of TeamSite's architecture changes.

Release Compatibility

TeamSite 5.5.1 is compatible with TeamSite Templating 5.5.1, OpenDeploy® 5.5.1, DataDeploy™ 5.5.1, and TeamXML™ 5.5.1.

For compatibility information on TeamSite Front Office or Interwoven integration products, consult the documentation for those products.

Backing Store Conversion

Before you upgrade an existing installation, you will need to convert your backing store. Consult the TeamSite Backing Store Conversion Guide for information on converting your backing store and installing TeamSite 5.5.1. Note that tasks and jobs are not converted when you convert your backing store (see page 29).

Logging Out of TeamSite

TeamSite now sets a cookie called IWAUTH, which keeps track of authentication information for WebDesk and WebDesk Pro. Now users who close the TeamSite browser window without logging out will be able to log in again without being re-authenticated, until the cookie expires. Users who want to log out of TeamSite before the cookie expires must now explicitly log out of WebDesk or WebDesk Pro rather than simply closing the browser window. Logging out clears your session information from cache.

You can set the expiration time for this cookie using the `ui_login_lifetime` setting in the [authentication] section of `iw.cfg`; see the *TeamSite Administration Guide* for more information.

Server Shutdown

You should always issue `iwfreeze` before stopping the `iwserver` process to ensure that all operations have completed.

(Solaris) If you stop the server using `/etc/init.d/iw.server stop`, `iwfreeze` will automatically be issued.

Installation Notes

The installation of TeamSite 5.5.1 includes the following limitations and workarounds:

General TeamSite Installation Limitations

In Windows[®] NT/2000 environments, TeamSite should not be installed on a Primary Domain Controller (PDC) or a Backup Domain Controller (BDC). Additionally, TeamSite can only be installed on a Windows NT server that has been added to a valid Windows NT domain.

In Solaris environments, TeamSite can only be run on UltraSparc platforms.

Windows “16-bit Installer” Error Message

The following error message may appear while you are installing TeamSite on Windows NT or 2000: “the 16-bit installer could not create temporary file...” This is a misleading error message; the real issues has nothing to do with 16-bit installers. The message occurs when you have the following Registry switch turned on:

`\\HKLM\SYSTEM\CurrentControlSet\Control\FileSystem\NtfsDisable8dot3NameCreation`

To install and run TeamSite, you must have this switch turned off. For more information, see bug #25723 on page 27.

Windows iw-mount Virtual Directory (Y:\ Drive) Changes

TeamSite 5.5.1 makes the following changes to the iw-mount virtual directory (Y:\ drive):

In TeamSite 5.0, 5.0.1 and 5.5.0, the virtual directory iw-mount (which points to the Y:\ drive) is created under the site called Default Web Site and the port number defaults to 81.

In TeamSite 5.5.1, one of the following Web sites is chosen, in order:

- a site named IW-Mount Web Site (applies to reinstallation of TeamSite 5.5.1)
- a site named TeamSite (if a previous version of TeamSite is already installed)
- a site named Default Web Site (IIS default)
- any website on the customer-selected port

Failing to find any of these, the script will create a website on the customer-selected port, naming it IW-Mount Web Site and placing it on the customer-selected port.

In all cases, any IIS instance already on the customer-selected port will be relocated to another available port. The available port is calculated by scanning the existing IIS instances and finding the first available port. If a non-IIS service exists on that port the installer will still assign the relocated website to that port. Note that there are few other services in the port 80 range—the only well-known service in that range is kerberos v5 on port 88.

Windows 2000 Service Pack

Service Pack 2 for Windows 2000 is required if you are installing TeamSite on Windows 2000. This service pack can be obtained from:

<http://www.microsoft.com/>

IIS Requirements

If you are using TeamSite with Microsoft IIS, you must have the full version of IIS installed. TeamSite will not work properly with the minimal configuration of IIS.

Upgrading to TeamSite 5.5.1

Before you upgrade an existing installation, you will need to convert your backing store. Consult the *TeamSite Backing Store Conversion Guide* for information on converting your backing store and installing TeamSite 5.5.1. Note that tasks and jobs are not converted when you convert your backing store (see page 29).

If you are using Apache and running on port 80, stop the Apache server before upgrading TeamSite. After TeamSite has installed, edit the line in `httpd.conf` that reads `port 80` to read `port 81`. Start the Apache server again.

If you are running on port 81, there is no need to stop the Apache server before upgrading TeamSite.

Specifying Non-default Ports for the Servlet Engine (#16237)

During the installation process, you cannot specify non-default ports for the Servlet engine. To manually specify non-default ports for the Servlet engine after installing TeamSite:

1. Modify the port number in the following files:

For Solaris:

```
iw-home/servletd/conf/server.xml  
/etc/iw.cfg
```

For Windows NT or Windows 2000:

```
iw-home\servletd\conf\server.xml  
iw-home\etc\iw.cfg
```


2. Run the following:

For Solaris:

```
iw-home/iw-webd/bin/iwwabd_conf.ipl  
iw-home/bin/iwreset -ui
```

For Windows NT or Windows 2000:

```
iw-home\iw-webd\bin\iwwabd_conf.ipl  
iw-home\bin\iwreset -ui
```

Note: The correct port to change is the HTTP connection handler port, not the SSL port or AJP12 port.

Documentation Resources

Documentation resources for this release are available on CD-ROMs, on the Web, and in README files.

Information on CD-ROM

Release Notes and manuals are available as PDF files in the doc directory on the TeamSite and OpenDeploy/DataDeploy CDs. You can access this information directly on the CD or copy it to another location.

Documentation on the TeamSite CD:

- *TeamSite Release Notes*
- *TeamSite Author's Guide*
- *TeamSite User's Guide*
- *TeamSite Administration Guide*
- *TeamSite Command-Line Tools*
- *TeamSite Backing Store Conversion Guide*
- *TeamSite Workflow Developer's Guide*
- *TeamSite Templating Release Notes*
- *TeamSite Templating User's Guide*
- *TeamSite Templating Developer's Guide*
- *TeamSite Templating: VisualFormat Developer's Guide*

Documentation on the OpenDeploy/DataDeploy CD:

- *OpenDeploy Administration Guide*
- *DataDeploy Administration Guide*

README Files

README files, located in many of the installation directories, provide additional examples or information on available features.

Information Available on the Web

These Release Notes and any other available late breaking information are located at the following URL:

<http://support.interwoven.com>

Changes to Sample and Default Configuration Files and DTD Locations

This section describes the locations of sample and default configuration file libraries and DTDs shipped with TeamSite.

Workflow Files and DTDs

The following default workflow configuration file is located in *iw-home/local/config/wft*:

`available_templates.cfg`

The `available_templates.ipl` file has been replaced by `available_templates.cfg`. If you are upgrading from TeamSite 4.5.x or 5.0.x, your old `available_templates.ipl` file is renamed to `available_templatesversion.ipl` during the TeamSite installation. If you have made any changes to that file, you should make similar changes to the `available_templates.cfg` file.

If this file already exists, the new file being installed is named `available_templates.cfg.example`.

The following default workflow configuration files are located in *iw-home/local/config/wft/default*:

- `author_assignment.wft`
- `author_assignment_with_email.wft`
- `author_submit.wft`
- `default_submit.wft`
- `dual_work_order.wft`
- `work_order.wft`

The following sample workflow configuration files are located in *iw-home/local/config/wft/examples*. These are provided as reference examples for sample coding.

- `concurrent_approval.wft`
- `concurrent_approval_with_email_with_metadata.wft`
- `concurrent_approval_with_metadata.wft`
- `serial_approval.wft`
- `serial_approval_with_email_with_metadata.wft`
- `serial_approval_with_metadata.wft`

The following workflow DTDs are located in *iw-home/local/config/wft*:

- `iwwf.dtd`
- `iwwfobj.dtd`

Metadata Capture Files

The following sample metadata capture configuration files are located in *iw-home/local/config*:

- `datacapture.cfg.example`
- `metadata-rules.cfg.example`



XML Configuration and Workflow File Encoding

The following configuration files are written in XML. They are located in the *iw-home/local/config* directory.

- `datacapture.cfg` (metadata capture and TeamSite Templating data capture)
- `metadata-rules.cfg` (metadata capture)
- `templating.cfg` (TeamSite Templating)

These and other TeamSite configuration files are only capable of reading the following encodings:

- ISO-8859-1
- US-ASCII
- UTF-8
- UTF-16
- UTF-16BE
- UTF-16LE

This restriction only applies to `datacapture.cfg` when it is used for metadata capture. When it is used for TeamSite Templating data capture, it may use the following encodings:

- CP932 (Japanese Shift-JIS)
- euc-JP (Extended UNIX code—Japan)
- CP950 (T. Chinese Big5)
- CP936 (S. Chinese GB2312)
- CP949 (Korean Johab)
- UTF-8 (Unicode)
- ISO-8859-1 (Western Euro. Latin1)

Because the `iwwft_instantiator.cgi` asks for its input (in the HTML data entry screen) in UTF-8, workflow template files must be written in UTF-8.

TeamSite 5.5 Enhancements

This section describes new features included in TeamSite 5.5.

Localization

User interfaces for the following TeamSite 5.5.1 components are available in three languages (Japanese, French and German), as follows:

- TeamSite Login Screen
- WebDesk
- LaunchPad applet
- SmartContext Editing tab

The following parts of TeamSite have not been translated:

- TeamSite Installer
- WebDesk Pro user interface
- Command-line tools

In the backing store, all data is stored as UTF-8-encoded data. File, directory, branch, workarea, and edition names can be multi-byte. WebDeskPro and WebDesk can process file elements with multi-byte names. The names of file system elements are consistent with the locale of the server host operating system.

The TeamSite file system operates in one of several locales, which is configurable via `iw.cfg`. See the Internationalization section of the TeamSite Administration Guide for a complete list of supported localized operating systems.

The following manuals and online help systems have been translated into Japanese, French, and German:

- TeamSite User's Guide
- TeamSite Author's Guide
- WebDesk Online Help
- SmartContext Editing Online Help

Encoding Specification

TeamSite 5.5.1 introduces a new configuration file to specify encodings for file contents, `iw-home/local/config/file_encoding.cfg`. This XML-based file allows you to use regular expressions to map rules to define encodings of file contents based on where the files reside.

The `file_encoding.cfg` file is used by SmartContext Editing and by the Source Diff and Merge tools.

Changes to the Proxy Server

In TeamSite 5.5.1, the proxy server has been enhanced as follows:

On Solaris, `iwproxy` will restart itself when it is terminated unexpectedly.

On Windows NT, TeamSite now has an additional service called `IWProxy Watcher` to monitor the `iwproxy` process and restart it if necessary.

On Windows 2000, TeamSite uses the enhanced service properties to keep `iwproxy` running. This functionality appears in the Services panel: right click on the `iwproxy` service, choose **Properties**, then click the **Recovery** tab.

LaunchPad Applet

The LaunchPad application has been replaced by an applet. This allows LaunchPad to run directly in the browser window, providing a seamless user interface for anyone who edits files through TeamSite.

Note: The `use_launchpad_applet` setting in `iw.cfg` should always be set to true. Although the LaunchPad application still exists in TeamSite, it is no longer supported.

The LaunchPad applet is not available for use with Netscape on the Macintosh.

Enhancements to the Casual Contributor Interface

The Casual Contributor interface now includes the following functionality:

- Tag—allows the user to set metadata.
- Details—displays the File Properties window.
- Visual Diff—displays the Visual Difference window, comparing the specified file with the version in the staging area.
- Transition Task—allows the user to select a task transition.
- Take Task—grants the user ownership of the specified group task (*taskid* must refer to a group task).

Home Page Setting Conversion

The **Set Home Page** function in the WebDesk Pro GUI now stores the home page information in the entity database instead of in the *iwprofiles* directory.

If you are upgrading to TeamSite 5.5.1, you must run the *iwprefconv* CLT once to copy any existing home page information from the *iwprofiles* directory (*iw-home/local/iwprofiles*) to the entity database (*iw-home/local/entities/data*).

If this is a new installation of TeamSite, the home page information will be stored in the entity database by default, and you do not need to run this command-line tool.

To run the *iwprefconv* CLT, *iwserver* must be running, and (for Solaris) you must be logged in as root.

MultiStore Overview

The backing store is a large directory structure created by the TeamSite installation program that contains TeamSite files and metadata. By default, the backing store is located in */local/iw-store* (Solaris) or *C:\iw-store* (Windows).

Previous releases of TeamSite have been limited to one backing store per TeamSite server. This release supports as many as eight backing stores per TeamSite server. These backing stores can be located on

different file systems, local to the TeamSite server machine. The functionality that enables multiple backing stores is known as *MultiStore*.

Dividing your existing backing store into new multiple stores (possibly on different file systems) enables you to simplify data management, including faster data backup. It also avoids having your backing stores grow to unmanageable sizes.

Note: You can migrate data to your new stores any way you choose, but data on each store is completely independent and may not be migrated to other stores using inter-branch copying. Copies remain branch-specific.

Backing stores have a corresponding archive in the VPATH. In previous versions of TeamSite, there was only one archive named `default` with a corresponding backing store called `iw-store/default`. MultiStore functionality allows for multiple backing stores with user-assigned names. Each backing store is similar to the `default` archive in that it contains a single root branch called `main` and is independent of any other store controlled by the server. All mounted backing stores are assigned a unique store ID number and maintain their own file system resources (Windows) or set of inodes (Solaris) that are stored persistently inside each backing store.

TeamSite now includes support for as many as eight active backing stores with each store mapping to one physical file system location. Each backing store represents one entity that contains its own set of branches, workareas, and editions. Multiple stores associated with a TeamSite server share the same set of TeamSite configuration files (for example, users and roles).

TeamSite users using the file system interface, WebDesk, or WebDesk Pro will be able to see all the active stores (to which they have permission to access) associated with the TeamSite server against which they are running.

High-Performance Backing Store Format

TeamSite 5.5 uses a new backing store format, which is required for MultiStore support in TeamSite. This new format greatly improves overall server performance. When you create a new backing store in TeamSite 5.5, it uses this format. If you have a backing store created with TeamSite version 4.5.x or 5.0.x, you must convert the old backing store to use the new format.

The new format allows TeamSite backing stores to contain fewer small metadata files, and to use less disk space and fewer file system resources or (on Solaris) fewer inodes, which results in better overall performance. Backing store conversion tools are included to convert old backing stores to use the new high-performance format.

Note: A 5.5 server will not run with an old format backing store. If you have an existing backing store, you *must* convert it before upgrading to TeamSite 5.5. See the *TeamSite Backing Store Conversion Guide* for more information.

Backing Store Conversion Tools

The TeamSite installation program installs a backing store conversion program (`iwconvert`) that you can run from the command line or from the included GUI. The program converts old-format backing stores (those used with TeamSite version 4.5.x or 5.0.x) to the new high-performance format.

You can also use `iwconvert` to divide your single old-format backing store into multiple new-format backing stores (for example, dividing it up by branch or edition, or separating the stores for an intranet site and an Internet site). For detailed information about the `iwconvert` CLT, refer to the *TeamSite Command-Line Tool Reference* and the *Backing Store Conversion Planning Guide*.

Another CLT, `iwmigrate`, is included to convert a single new-format backing store into multiple new-format stores. For detailed information about the `iwmigrate` CLT, refer to the *TeamSite Command-Line Tool Reference*.

Note that you cannot convert jobs and tasks. Any existing jobs must be restarted after the conversion.

Backing Store Administration Tools

In addition to the backing store conversion tools, the TeamSite installation program installs a number of command-line tools (CLTs) for managing and creating backing stores. Administrative functions including creating, deleting, freezing, activating, and deactivating backing stores are performed by the `iwstoreadm` CLT. For detailed information about the `iwstoreadm` CLT, refer to the *TeamSite Command-Line Tool Reference*.

Embedded Failsafe

The TeamSite Failsafe functionality has been automated to improve the ability to protect your assets against unexpected server outages. Unlike previous versions of TeamSite, there is no need to modify your `iw.cfg` file to benefit from what is now known as Embedded Failsafe.

Encoding Support

To facilitate the internationalization of the TeamSite server, you now have the ability to use text editors that save the `iw.cfg` file in various encodings. The contents of `iw.cfg` are no longer restricted to ASCII only.

Bug Fixes

5.5 Bug Fixes

This section describes the major known issues fixed since the release of TeamSite 5.0.1.

All Platforms

#24116: Overlapping read and delete of metadata generates error messages and unnecessary files in backing store.

When this problem happens, you'll see error messages like the following in `iwtrace.log`:

```
TBackingStoreHelper::DeleteAll 2 unlink d:\iw-store\default\d0\d4\d1f\f28
TBackingStoreHelper::DeleteAll unlink kHeader.: Permission denied
```

or (Windows):

```
[Tue Dec 04 14:35:39 2001] TFileStorageHandle::InitializeRead:
open(d:\iw-store\default\d0\d4\d1f\f26) fails with code 2 (handle -1):
The system cannot find the file specified.
[Tue Dec 04 14:35:39 2001] TStorageHandle::GetErrorCount 1
[Tue Dec 04 14:35:39 2001] RestoreOne(0x41f26, 0x0) failed to read point
from d:\iw-store\default\d0\d4\d1f\f26
```

#23721: Metadata search does not return results correctly.

Metadata search will return the correct number of files and will print out checkboxes, but the filename information is not displayed.

#23530: On Macintosh clients, downloading multiple images may freeze the browser.

Note: Using https on Internet Explorer for Macintosh with LaunchPad may occasionally hang due to bugs with Macintosh Java.

#23176: WebDesk: A task with bad area path (for example, if it belongs to a workarea that has been deleted) will result in 500 error in the GUI.

#25297: dual_work_order.wft fails if default archive does not exist.



#22634: Performance enhancements to the WebDesk To Do list when large numbers of jobs (1000–1500) are displayed.

#22581: LaunchPad does not let you edit files with high-ASCII names or file paths.

#22556: When you add a New File to a task, the file is created in whichever workarea you last created a new file in.

#22482: The file system is case sensitive for non-ASCII, high ASCII and double width English characters.

#22475: Need an error message when a user selects a directory and then selects File > Copy.

#22432: “Check Links” from the SCE toolbar fails with Internet Explorer.

#22370: Problems converting second predecessors.

#22279: iw.server stop returns before iwserver actually succeeds in stopping.

#22161: Under certain circumstances, commented-out locale setting in iw.cfg may be deleted.

#21754: Task variables can get lost as objects are swapped out of memory (or if TeamSite is restarted).

#21753: SetDescription() and GetJobFile() methods needed for Wftask module.

2 new methods have been added into the TeamSite::Wftask Perl package:

SetDescription() enables a properly authorized user (i.e., master, task owner, or job owner) to change the description of a task.

GetJobFile() returns the jobfile element of a wftask (i.e., the path of the job file that is invoked upon transition to the wftask).

#21728: Cross-branch updates always cause conflicts.

#21626: WebDesk Tasks tab: some JavaScript written out frames will have “action not found” error on Windows 95 client with IE5.0

#21409: Trying to add a non-existent file with “%” in the file name to a task will crash the server.

#20879: Default submit workflow won’t submit more than 100 files in a new directory.

#20738: Users cannot use WebDesk and the DataDeploy Admin GUI at the same time.

#20645: Some custom menu items do not work in WebDesk.

#20578: In WebDesk Pro, if you switch from the Tasks view to the Files tab while you’re in the middle of creating a new job, you will get a runtime error.

#20549: If a job file fails to get automatically instantiated (if the job file cannot be compiled), the option to start a nested job appears in the GUI for the task.

#20399: Changes to proxy mappings on branches made manually in iw.cfg do not show up in the Administration GUI.

#19782: You cannot remove menu items from WebDesk.

#19360: Submit template form shows file names with special characters URL-encoded.

#19352: Performance improvements for tasks that have 100+ files to display.

#19172: When the proxy configuration option “preconnect_remap configuration” is used to reference files stored outside of TeamSite, the proxy server incorrectly remaps the path to a non-existent location within TeamSite.

#19171: When SCE is disabled for a page, but not for an image referenced by that page (if the reference is relative and of type `img src=`), the user sees a broken page.

#18981: Zero sized files called “N/A” appear in workareas.



#18881: Performance enhancements.

#18763: “Release Ownership” should not be the first option displayed for group tasks in WebDesk Pro.

#18487: Compilation of JSPs in Web applications relies on a DTD located on Sun’s Web site.

During installation, if you do not have a network connection, you will see the following error message: `java.net.UnknownHostException: java.sun.com`. This error message is harmless.

#16652: Need support for batch job queue maintenance. The following new actions have been added to iwfsfix: `remove_batch_job`, `restore_batch_queue`.

#13251: With the LaunchPad applet, editing a file with an unknown (or empty) extension fails.

#12659: Two CGI tasks in a row with second CGI task with `immediate=t` doesn’t have the correct behavior.

#12362: A large number (100+) of files associated with a task will cause a memory leak in Windows 9x.

#12197: Error in email mapping in the “out of the box” `iwsend_mail.ipl` in TeamSite 4.5.1

#10902: Authors and Editors should not be able to rename workareas.

#9922: When you try to view or edit a file whose name contains an apostrophe, you get an error.

#5095: If proxy dies, it should restart automatically.

Solaris

#22572: Store names cannot be non-ASCII on Solaris.

#22491: Uploading files edited through the SCE tab fails.

#21328: Workflow wants root to have the Master role, but root isn't in LDAP.

Root is now always a Master user.

#19276: Many directories under iw-home have permissions of 777.

#5086: /default/.raw/.. doesn't exist

#3599: TeamSite files do not have unique inodes.

Windows

#22823: Corruption of creation date information when copying files from the C: drive or any local drive onto the Y: drive through Windows Explorer.

#20696: Internationalization: installing on a localized operating system has problems if “Default Web Site” is in the local language.

#18036: NT Event Viewer reports “The Interwoven Proxy service has reported an invalid current state 0” which fills up System log and bumps out older system messages.

#16278: Users get a JavaScript runtime error when assigning jobs to usernames that start with “x” or “u”.

#15388: iwvpath is case sensitive on Windows NT—it should not be.

#11590, 10838: Windows NT backup tools fail to save backing store files even with TeamSite frozen.

#8434: Windows NT domain name gets truncated to fourteen characters, causing operations to fail.

These operations fail with the following error:

TeamSite Wrapper

Error: Couldn't Logon as user 15CHARDMN-1CHA[R]\username (1326)



Known Issues

This section describes cautions, limitations, and known issues of supported TeamSite 5.5 features. Workarounds are described if available.

External Limitations

Many of these issues occur because of applications that TeamSite depends on (such as browsers, application servers, and web servers).

IIS-related

#21674: Upload in SCE appears to fail if the content Web server improperly caches documents.

Workaround: If you experience this problem, change the IIS Content Expiration setting to expire documents immediately.

#17768: SCE /LaunchPad: Use with WordPad gives “accessed by another process” message (does allow save).

When you edit a file using WordPad through the SCE tab, you may get the message “The document *name* is in use by another application and cannot be accessed.” This does not happen with NotePad.

This is a known IIS problem, which happens because IIS keeps a file open for a while after it's requested in an http transaction. Workarounds are waiting for a while (20-30 seconds), not using IIS in combination with SCE (since normally SCE accesses the file just before it's being edited) or using a different web server.

Netscape-related

#25037: Visual Diff fails in Netscape when displayed file contains no data.

This is a Netscape limitation: if a URL hit results in an empty return document (as might happen if one of your versions of the file is zero length), Netscape will display this error message.

#25018, 21575, 21061: Resizing the TeamSite window displays boxes instead of characters in the left pane.

Netscape users must choose UTF-8 as their default encoding because Netscape does not read header information and meta tags.

#21926: Java applets crash in AWT3240.DLL.

The Java implementation used by Netscape Navigator crashes if the display has only 16 colors (4 bits) or less. The problem can be avoided by increasing the color depth of the display to a minimum of 256 colors (8 bits). Internet Explorer does not have this issue.

#18954: When using Netscape on a Solaris client, a task file comment in WebDesk is not accepted the first time it is entered.

When you enter text and click the **Add Comment** button, a message window asks you to enter a non-empty comment. Click **OK** to close that window.

#18681: When using Netscape on a Solaris client to create a new file, you need to click “Create” twice after entering a file name.

This is a known Netscape issue, related to #18954.

#15551: GUI does not automatically refresh after files are imported

Click **Refresh** to see the imported files in the GUI.

Other External Limitations

#25023: Editing text files through SmartContext Editing with Notepad.exe results in character encoding problems.

The original reason for the problem is that Notepad fails to understand the charset of the file, and Notepad doesn't offer the ability to select the charset of the file when you open it.

Workaround: use a text editor such as TextPad, which has better file charset detection.

***#24469: Failure to launch the LaunchPad applet on the Macintosh.***

Internet Explorer 5.0/MRJ 2.2.x can have problems if the `identitydb.obj` file gets corrupted, which is a known Internet Explorer problem. If:

- the LaunchPad applet continually fails to launch
- and you see the following error in the Internet Explorer Java Messages window:
`java.security.KeyManagementException: name conflict`
- and you also have `ClassNotFoundException` errors,

you may need to quit Internet Explorer, then delete the `identitydb.obj` file, located in either System Folder:Application Support or in System Folder:Preferences. You may also need to delete the folder MRJ Cache in the same directory; this is a bug in the Apple Java implementation. Contact Apple for more information.

#16889: iwwebd on Windows NT doesn't work with Aventail Connect VPN client.

From the Apache FAQ, section D, number 12:

Aventail Connect is a Layered Service Provider (LSP) that inserts itself as a “shim” between the Winsock 2 API and Windows’ native Winsock 2 implementation. The Aventail Connect shim does not implement `WSADuplicateSocket`, which is the cause of the failure.

<http://httpd.apache.org/docs/misc/FAQ-D.html#WSADuplicateSocket>

Note that the problem is when the Aventail client is installed on the TeamSite server.

Workaround: do not install the Aventail client on the TeamSite server.

#16098: jconfig packaged with the Administration GUI says that it is an evaluation version.

This message is incorrect. This is not an evaluation version, and Interwoven is authorized to distribute this software. Software from an external source, packaged with TeamSite, incorrectly issues this message.

General Issues

All Platforms

#25751: When you click on an existing file in the “Attach Files” file browser in WebDesk, the filename does not always get placed in the “file:” field (Netscape only).

Workarounds:

- Add a new file to the task, then attach existing files .
- Copy and paste the filename into the **file:** field in the file browser.
- Type the name of a non-existent file in the file browser’s **file:** field and click **OK**, then (after the error) successfully select an existing file.
- Double-click on an existing file in the file browser. If this causes the file browser to refresh, you can then successfully select an existing file.

#25723: Error message while installing: “the 16-bit installer could not create temporary file...”

This is a misleading error message that occurs when you have the following Registry switch turned on:

```
\\HKLM\SYSTEM\CurrentControlSet\Control\FileSystem\NtfsDisable8dot3NameCreation
```

This switch disables DOS short names (e. g. C:\Program Files\Interwoven has the DOS short name of C:\PROGRA~1\INTERW~1). If you turn on the switch, you can no longer access a file with a long name by its short (8.3) name. You must have this switch turned off to install and run TeamSite.

Interwoven installers make the assumption that the long and short names are always available. If you set the Registry key to disable short filenames, attempts to access files by their short names will fail, and Windows prints a misleading error message: “the 16-bit installer could not create temporary file....” The problem has nothing to do with 16-bit applications.

#25623: If you have installed TeamSite Templating and if a data type name contains a “-” character, TeamSite DCR Search for that data type will fail.

#25584: CGI tasks fail to set metadata on multibyte files (WebDesk only).



#25574: Submit workflow does not refresh the file list.

#25571: SmartContext Editing tab's Check Link button returns the wrong status for "https" links.

#25559: Error message when using https: the 'https' certificate expires on Oct 20, 2001

This is a dummy certificate that ships with TeamSite. If you are using HTTPS, you will need to get your own site certificate. Note that encryption will continue to work, even with an expired certificate.

#25557: Server gets temporarily hung during a Compare operation.

Compare is a fairly time-consuming operation for the TeamSite server. When you hit the Compare button in Webdesk Pro, you may wait several seconds to minutes before the operation returns. There is currently a situation where performing a write operation (such as editing a file) in the workarea in which you're doing the Compare may cause all write operations performed in the workarea and in other workareas to block until the compare is finished. Read operations will usually not be blocked, although with enough server activity, even reads may be blocked until the Compare operation finishes.

#25476: Uploading changes from the SmartContext Editing tab displays a blank page (Netscape only)

#25328: TeamSite Installation on Japanese Windows NT 4.0 SP6a with option pack 4 hangs prior to reboot.

Use the Task Manager to reboot. After reboot, complete the installation.

#25285, 25297: Job created using the Dual Workflow example template fails to start and returns an error message.

This workflow template requires the default archive to exist.

#25129: server.xml file is not properly configured when Tomcat's port is defined to be something other than 8080 during installation.

During the installation, if you set the Tomcat port to be something other than 8080, it correctly inserts it into `iw.cfg`. However, the configuration file that Tomcat reads in `iw-home/servletd/conf/server.xml` does not insert the proper port, but instead inserts 8080, the default port. As a result, Tomcat is unable to start until `server.xml` is manually edited.

#24936: [locations] iweventlog line of iw.cfg is not respected.

If you specify the following line in `iw.cfg` and restart `iwserver`, event messages are still written to the default file (`iwevents.log`):

```
iweventlog=/var/adm/iwevents123.log
```

#24538: When you import a file using Netscape on a Solaris client, the file list does not get refreshed.

#24525: "Find" fails on the TeamSite file system.

#22458: iw-store/StoreRegistry uses absolute path names.

This means that zipping up an `iw-store` and putting it in another place will cause empty stores to be created.

Workaround: stop `iwserver`, delete `iw-store\StoreRegistry`, restart `iwserver`, and re-add the stores.

#22413: The email attribute for an email task changes to a command attribute if the workflow template is saved with a blank email attribute.

Workaround: save the workflow template without leaving the email attribute blank.

#22380: When a proxy docroot mapping is deleted through the TeamSite Administration GUI, it doesn't remove all the entries made in iw.cfg for that mapping.

#22367: The iwstoreadm CLT shouldn't allow users to attempt to activate a store on the Y: drive or in /iwmnt.

You must specify the location of an actual backing store, not the server mount. If you specify the server mount when using `iwstoreadm`, TeamSite will hang.

#22280: Tasks and jobs are not converted by iwconvert. Old jobs and tasks in process still remain on the old system and the new system will have to start afresh.



#22162: Clicking Task button from SCE in Internet Explorer causes run time error: “top.global.cciRefreshFileList” is null or not an object. Line 75.

#22154: Running iwstop without freezing first may crash iwserver.

You should always issue iwfreeze before stopping the iwserver process to ensure that all operations have completed.

#21876: Source Differencing and Merge hang if your session has expired.

If you leave your browser open past the authentication expiration, and then attempt to do a Source Diff or a Merge, it will hang.

#21836: The Immediate workflow attribute does not work in the WebDesk interface.

WebDesk users will need to click on **Start Task** even though the Immediate attribute is specified.

#21395: Users need to direct their browser to TeamSite using the canonical iwwebd hostname from iw.cfg.

If your iw.cfg file contains the lines:

```
[iwwebd]  
host=teamsite.example.com
```

and your browser's proxy server is set to teamsite.example.com:80, then when you use TeamSite, you need to tell your browser to go to:

`http://teamsite.example.com/iw/`

rather than to:

`http://teamsite/iw/`

#21183: The iwmerge CLT has an .ipl extension.

#19551: submit.cfg errors in iwconvert output.

In the output of iwconvert, you may see errors like the following:

```
ERROR: no valid submit config file found in the current configuration
(/data/iw-home/conf/events/submit.conf,
 /data/iw-home/local/config/submit.cfg, /data/iw-home/config/submit.cfg,
 /data/iw-home/local/config/submit.cfg) (2)
ERROR: no valid autopriv file found in the current configuration
(/data/iw-home/conf/events/autoprv.txt,
 /data/iw-home/local/config/autopriv.cfg,
 /data/iw-home/config/autopriv.cfg,
 /data/iw-home/local/config/autopriv.cfg) (2)
```

These errors are harmless.

#17710: Invalid login: User: Administrator Role: master.

This error appears for an invalid login. However, it may also appear when available disk space falls below the level specified by the `disklow_mbytes` or `disklowpercent` options in the `[iwserver]` section of `iw.cfg`. If this is the case, a disk low warning displays in `iwtrace.log`. At this point, TeamSite freezes the backing store and users can no longer log in to WebDesk Pro.

Workaround: reduce the freeze threshold specified by these `iw.cfg` options or free up more disk space.

#17609, 21079: When you delete a file, its extended attributes aren't deleted.***#17026: Task from pre-upgrade workflow transitions with error message.***

Jobs that have been instantiated before the upgrade from 4.5.1 do survive, but show the following behavior.

If you start a task and end it, you are not returned to the To Do list. Instead, you get an error message telling you that you should return to the To Do list and select **Start Task**. If you then close that window and go back to the To Do list, you will see that the job transitioned to the next task as it should. So in fact the error message is in error.

The same job instantiated after the upgrade behaves normally.



#16694: The TeamSite proxy server fails to understand the docroot for included CSS style sheets (with a path described relative to the docroot) when the request comes from a Netscape browser and goes through the TeamSite proxy server.

Workaround: this functionality works in Internet Explorer, or if you remove proxy settings from the Netscape browser.

#16237: During the installation process, you cannot specify non-default ports for the servlet engine.

To manually specify non-default ports for the Servlet engine after installing TeamSite:

1. Modify the port number in the following files:

For Solaris:

`iw-home/servletd/conf/server.xml`

For Windows NT or Windows 2000:

`iw-home\servletd\conf\server.xml`

2. Run the following:

For Solaris:

`iw-home/iw-webd/bin/iwwebd_conf.ipl`

`iw-home/bin/iwreset -ui`

For Windows NT or Windows 2000:

`iw-home\iw-webd\bin\iwwebd_conf.ipl`

`iw-home\bin\iwreset -ui`

Note: The correct port to change is the HTTP connection handler port, not the SSL port or AJP12 port.

#15738: Source Differencing may not always work with Internet Explorer 5 for Solaris clients.

#15280: Multiple TeamSite browser windows cannot use the same server and session.

Only one user can log in at a time on a client machine.

#8556: In the All Jobs view, group tasks with owners offers the user a way to take ownership, even though the owner may not be able to.

A drop-down menu is displayed by an active, unowned group task offering a user ownership of the task even when that specific user is not eligible to take ownership of the task (i.e., the user is not in a group that can take ownership of the task, nor is listed as a user who can take ownership of this task).

#8441: TeamSite does not flash an error message if it fails to assign a file to a task because the file is locked by other user or if the workarea has incorrect write permissions.

TeamSite reports the message “No files assigned to this task.” It does not give a reason for not assigning a file. Verify that the file you are attempting to assign is not locked.

#8435: While trying to rename a task file when the owner of the task does not have write permission, a misleading error is generated.

A file is attached to a task and the task owner does not have write permission to the file. If the task owner tries to rename the file, the error message says “The file *new_file_name* already exists” rather than stating that the task owner does not have write permissions for the file.

#6942, #7676: A deactivated CGI task can be called again if an old version of the task still appears in the GUI.

The task details page may not be refreshed automatically by all CGIs after a CGI task executes. If you execute **Start Task** for a task after the task has already executed, the task could run again even if it had finished and triggered a successor task following its initial execution. If the task involves setting metadata, this situation could lead to metadata inconsistencies. If you are using WebDesk Pro, the workaround is to refresh the Task Details or To Do List screens manually by clicking the **Refresh** button.

#4778: Interwoven Merge tool does not warn that it cannot write to a directory before initiating a merge process.

If you do not have permission to add files to a directory, you will be unable to merge a file within that directory. This is because Interwoven Merge saves the original version as *filename.original*. Because Interwoven Merge does not first check whether or not a user has write permissions to a

directory, Interwoven Merge will allow the user to implement the entire merge process and fail to save merge results. Before initiating a merge, you should first ensure that you have write permissions to the parent directory.

#4677: Files must be manually deleted in WebDesk Pro before importing a replacement file.

If you want to replace an existing file in your workarea by importing a new file version from your desktop (through the GUI), you must first delete the old version in your workarea and then import the file. If you do not delete the file first, you will get a TeamSite error message. When you delete a file and import a new version of the deleted file from your computer, TeamSite maintains the current development history of the file.

#1982: Submit of a deleted directory is considered a conflict.

When you submit or copy deleted directories using either **Get Latest** or **Copy To Area**, you will be notified of conflicts. In order to submit deleted directories to the staging area or move deleted directories to other TeamSite workareas, use the **Overwrite** command on those specific directories.

Do not use the **Overwrite** command on an entire TeamSite area. **Overwrite** should only be used for specific conflict cases.

Solaris

Must use an up-to-date version of tar to untar installation files.

You must use version 5.6 or higher. Version 5.5.1 may truncate some file names, causing problems with the installation.

#24479, 24504, 24525: pwd fails after inode table rollover.

TeamSite stores inodes for filesystem references to files and directories in a special table called the inode table. The inode table mechanism can store up to 11 million unique file references. If you reference more than this many unique files, the inode table manager will purge old references. If a user happens to hold a reference to one the the purged items, you can get an error such as “Stale NFS file handle,” or odd behavior from `pwd`, `find` or other filesystem tools. A possible solution to this behavior is to unmount and remount the file system. However, this change will invalidate any NFS mounts to the TeamSite filesystem, and they will have to be remounted.

#24281: Directories associated with stores need to have ASCII-only paths. Therefore, for multibyte store names, entries in iw.cfg are mandatory. See the TeamSite Administration Guide for further details.

#22083: Installation script does not detect backing store incompatibility.

If you attempt to upgrade a TeamSite 4.5.1 or 5.0.1 server to TeamSite 5.5, the install script does not check to see if the backing store is compatible. It upgrades the system assuming the backing store is in the correct format.

You should never attempt to install TeamSite 5.5.1 on top of an earlier version of TeamSite. See the *TeamSite Administration Guide* and “Upgrading to TeamSite 5.5.1” on page 8 of these Release Notes for information on upgrading to TeamSite 5.5.

#17957: Relocating iw-store by changing /etc/defaultiwstore does not work in a MultiStore environment.

Remove the store registry, and it will get regenerated.

Windows

#25741: Your Home Page settings get unset when you log out of TeamSite (Japanese servers only).

#25135: Source Differencing does not display MB contents.

You need separate entries in `file_encoding.cfg` for Source Differencing and SmartContext Editing. For example, on Windows NT, Source Differencing/Merge requires :

```
^\\default\\main\\.*
```

SmartContext Editing, requires a match `reg_vpath` of

```
^/default/main/.*
```

For both SmartContext Editing and Source Differencing/Merge to work, you need both entries.



#24896: During TeamSite installation configuration of IIS, after selecting ports, a dialog box indicates that chosen port(s) are currently in use, then lists no ports that are in use.

Some localized machines say that some ports are in use during installation even though they are not. Proceed with the install process when the installation asks for confirmation.

#24735: Extra backslash for iw-mount in IW-Mount Web Site.

On some servers, the Y: drive is created with an extra backslash. You must remove this backslash for TeamSite to work properly.

#24667: Truncated text in installation screens.

In some installation screens, the last letters of some words are truncated. This is due to interaction between InstallShield 6.2 and certain third party packages such as ArborText and XMetal.

#24243: Bluescreen while running filemon against the backing store.

This only happens with older versions of filemon. You should always use the latest available version of filemon.

#23968: NTCSFsdClaimASharedMemoryChannel: No shared memory communication channel available message appears in Windows System Log.

Troubleshooting

This section provides troubleshooting information for supported TeamSite 5.5 features.

#25418: (Windows clients) You can't edit files if you accidentally delete appletlauncher_u.exe.

Do not delete anything inside the iwtemp directory.

#25198: On Macintosh clients, Source Differencing returns an error when the encoding isn't set properly.

In order for Source Differencing to work on a Macintosh client using Internet Explorer with localized content, the "Restrict Access to non-Java class files" option needs to be unchecked. This option can be found in: **Web Browser > Java > Security Options.**

#25197: On Macintosh clients using WebDesk Pro, the list of files in the Set Metadata form display multibyte file names as junk characters.

Make sure that the browser's font is set correctly.

#24006, 24005: Cannot create or edit HTML files from WebDesk Pro if there is no editing application configured in LaunchPad and your browser is configured to open HTML files.

If your browser is configured to open HTML files, and there is no default editing application in LaunchPad, then when you try to edit or create a file, the browser will open it by taking over the TeamSite window.

#22245: Trouble importing files on a Macintosh.

This will occur if your system is configured to use the LaunchPad applet and Java is not enabled in your browser. You must use Internet Explorer with Java enabled if you are using the LaunchPad applet on a Macintosh.

Note that some versions of Internet Explorer 5.5 do not include the Java Virtual Machine. If you do not have the Java Virtual Machine, you can download it from Microsoft's Web site at www.microsoft.com.



#22100: SCE fails with “Http 404: file not found” after upgrading TeamSite from 4.5.1 SP1 to TeamSite 5.5

This error can happen with a misconfiguration of the content Web server in `iw.cfg`. Check the `customer_webserver_port` setting in the `[iwproxy]` section of `iw.cfg`.

#21961: Sporadically, the Files tab in WebDesk only displays partially.

If this happens, you can click Refresh to display the entire tab. However, the tab is still functional even when it is only partially displayed.

#21718: It is recommended to not use multibyte characters in the <iw-home> path.

This is because a call to `iwgethome` might result in garbled path names, as the encoding may not be handled correctly in external non-Interwoven scripts. The locations of both *iw-home* and *iw-store* are limited to ASCII only.

#21588: If the server locale is improperly set, SCE will fail with a 404 error when the vpath has multibyte characters.

The server OS locale must be set to something appropriate for the files you're trying to access (for example, to get to Japanese named files, you need to be in a Japanese locale). In addition, the `server_locale` setting in `iw.cfg` must be set correctly. This value is automatically set the first time that TeamSite is started, and it will pick up the value from the operating system. You can change this setting after the fact, and then restart the system.

#21026: (Windows) Install sometimes fails to create a passphrase file for the client GUI

After installing TeamSite 5.5.0 and rebooting the system, if the `iwproxy` service hangs on startup, try running `iw-home\bin\iwsessionkeygen.exe`, and restart the `iwproxy` service.

#19856: iwwebd makes unnecessary DNS requests, slowing down the GUI.

If this causes performance problems, change the following entries in `iw.cfg` to point to `localhost`:

```
[iwproxy]
iwproxy_host=localhost
[teamsite_servlet_ui]
servlet_host=localhost
```

#19722: File operations on task files should return clear warnings if the store in which the task files reside is deactivated

If you attempt to perform an operation on a file whose store is deactivated, one of the following messages may appear:

Internal Server Error

```
TeamSite FileEdit
Error: Call to sciLocateObjectWithVersionPath() returned an error
SCI Error
No archive found
```

```
TeamSite iwdirnav.cgi
Error: iwdirnav.cgi could not open path "/s1/main/WORKAREA/w1"
```

You should not disable stores if users are actively working on those stores.

#19426: When using Netscape on a Solaris client, LaunchPad Edit fails if plugins in \$HOME/.netscape/plugins directory are not recognized.

By default, Netscape will check \$HOME/.netscape/plugins for plugins. LaunchPad installs a plugin there that is needed to launch applications. If \$NPX_PLUGIN_PATH is set, and it doesn't include \$HOME/.netscape/plugins, LaunchPad will fail to edit documents.

Workaround: Make sure that \$NPX_PLUGIN_PATH is not set or that it includes \$HOME/.netscape/plugins.

#17669: SCE does not work on directory paths when no file name is specified.

For example, if you browse to:

`http://example/iw-mount/default/main/www/WORKAREA/me/dir/`

which defaults to:

`http://example/iw-mount/default/main/www/WORKAREA/me/dir/index.html`

the SCE button is red (you cannot edit the file).



Workaround: use the `preconnect_remap` settings in `iw.cfg`:
`_regex=^(/iw-mount/[^\?]+/)(\?.*)?=$1index.html$2`

#16243: Assign URL feature can fail if either the browser session string or the cookies identify the user as an Author.

If a user is signed in as an Author and exits from WebDesk by clicking the **X** to close the browser window, the session string and the cookies still reflect the user's role as an Author. The Assign URL feature cannot be used by an Author. The workaround is to specifically log out as an Author using the **Logout** button.

#15687: WebDesk requires client systems to use more than 256 colors.

Client systems should be configured to use more than 256 colors.

#15667: Successively created new workareas do not prompt the user to choose which edition to base the new workareas on.

Successive workareas are based on the same edition as the first workarea.

#15424: A custom menu item in WebDesk behaves differently than it does in WebDesk Pro.

When adding menu items to both WebDesk and WebDesk Pro, make sure that the CGI does not make assumptions about the internal structure of the application. The internal structure is different for WebDesk and WebDesk Pro. If you need to make these assumptions, you must use different CGIs for WebDesk and WebDesk Pro, and add separate menu items to WebDesk and WebDesk Pro which call the specific CGIs.

#15254: Using the SmartContext Editing tab, open an HTML file and the Frameset UI. If you close the HTML file from which you opened the Frameset UI and then attempt to open another HTML file from the Frameset UI, you will get a JavaScript error.

Documentation Errata

TeamSite Administration Guide

The following information should be added to the TeamSite Administration Guide:

Performance Recommendation

Interwoven recommends that you limit the number of files per directory in TeamSite to 5000 or less. You may experience performance degradation if you exceed this number of files in a directory.

Cache Size Setting

Interwoven recommends a default `cachesize` setting in `iw.cfg` of:

```
cachesize = system memory size/2048
```

The server limits the cache size to a maximum of 400,000 entries.

CCI URLs with Multibyte Characters

When constructing URLs for the Casual Contributor Interface when parameters contain multibyte characters, make sure that these parameters are URL-encoded and UTF-8-encoded. Multibyte characters should be URL-encoded based on their Unicode representation in UTF-8.

For example, the URL to edit the file

```
/archive/main/WORKAREA/area/ア.html
```

would be

```
/iw/webdesk/edit?vpath=/archive/main/WORKAREA/area/%e5%ba%9c.html
```

since the Japanese character ア is Unicode character U+30D5, which is encoded as the bytes 0xe5 0xba 0x9c in the UTF-8 format.

Backing Store Planning Guide

Note that while the TeamSite Administration Guide contains information about converting your backing store to the new high-performance backing store format, the *Backing Store Conversion Planning Guide* contains the most recent conversion information. The version of the *Backing Store Conversion Planning Guide* shipped on the TeamSite 5.5.1 CD-ROM is identical to information contained in the TeamSite Administration Guide, but will be updated as needed on the Interwoven support Web site.

Please check the document on the web site before beginning your conversion to ensure you are using the latest version. Also check to make sure that you have the most recent version of the `iwconvert` tool.

WebDesk Pro Online Help

The WebDesk Pro online help contains references to the LaunchPad application, which is no longer supported.

Obsolete Tools

#25259: The LaunchPad application is no longer supported in 5.5.1.

The `iwbackup`, `iwrestore`, and `iwfailsafe` command-line tools have been removed from TeamSite 5.5.1. You are advised to use a commercial backup solution to back up TeamSite.

In addition, as of TeamSite 5.5.0, the `iwapprove`, `iwassign`, `iwatasn`, `iwdone`, `iwreject`, and `iwunassign` command-line tools have been obsoleted. These command-line tools are no longer part of TeamSite.